IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re app	plication o	f:	DATE: DOCKET NO.:	12/19/03 CE11527JDP					
APPLIC SERIAL		Sanigepalli V. Praveenkumar	ART UNIT: EXAMINER:						
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		INFORMATION DISCLOSU	RE STATEMENT (IDS	5)					
	nt Comm	uissioner for Patents C. 20231							
	ces listed	rdance with 37 C.F.R. § 1.56 and in c on attached Form PTO/SB/08 and/or satisderation by the United States Patent a	ubsequently identified						
I.	COPIES	<u> </u>							
	_	A legible copy of (i) each U.S. and foreign patents; (ii) each publication or that portion which caused it to be listed; and (iii) all other information or that portion which caused it to be listed, is included herewith.							
		Any patents, publications or other information which are listed on Form PTO/SB/08 which are not enclosed herewith were previously cited by or submitted to the PTO in one of the following applications which has been relied upon for an earlier filing date under 35 U.S.C. § 120:							
		U.S. Serial Number	<u>U.S. Filin</u>	g Date					
П.	CONCI	SE EXPLANATION OF THE RELEVA	NCF (check at least (ane hov)					
	a. 🔀	Except as may be indicated below in (bother information are in the English lan) of this section, all of	the patents, publications or					
		A concise explanation of the relevance listed that is not in the English language	• • •	eations or other information					
	c. 🗌	The following additional information is	provided for the Exam	miner's consideration:					
ш. 🔲	CROSS REFERENCE TO RELATED APPLICATION(S)								
	The Examiner is advised that the following co-pending application(s) contain(s) subject matter that may be related to the present application. By bringing this (these) applications to the Examiner's attention, Applicant(s) does(do) not waive the confidentiality provisions of 35 U.S.C. § 122.								
	II S	Serial No. U.S. Fi	iling Date	Art Unit					

FEES

V. 🖂	THIS D	DS IS BEING FILED UNDER 37 C.F.R. §1.97(b): (check one box)				
	a. 🛛	within three months of the filing date of a national application (37 C.F.R. § 1.97(b)(1)). No fee or statement is required.				
	b. 🗌	within three months of the date of entry of the national stage as set forth in $\S 1.491$ in an international application (37 C.F.R. $\S 1.97(b)(2)$). No fee or statement is required.				
	c. 🗌	before the mailing date of a first Office Action on the merits (37 C.F.R. § 1.97(b)(3)). No fee or statement is required.				
	d. 🗌	In the event that a first Office Action on the merits has been issued, please consider this IDS under 37 C.F.R. § 1.97(c) and see the statement under 37 C.F.R. § 1.97(e) provided below, or if no statement has been made, charge deposit account 50-2117 the fee set forth in 37 C.F.R. § 1.17(p).				
V. 🗌	before	DS IS BEING FILED UNDER 37 C.F.R. §1.97(c): (check one box) the mailing date of either a Final Office Action under 37 C.F.R. § 1.113 (See 37 C.F.R. §), or a Notice of Allowance under 37 C.F.R. § 1.311 (See 37 C.F.R. § 1.97(c)).				
	a. 🗌	No statement; therefore, charge deposit account 50-2117 the fee set forth in 37 C.F.R. § 1.17(p).				
	b. 🗌	See the statement below. No fee is required.				
VI. 🗌		OS IS BEING FILED UNDER 37 C.F.R. §1.97(d): efore payment of the issue fee and is accompanied by the following:				
	1)	a statement under 37 C.F.R. § 1.97(e) as provided below;				
	2)	Applicant(s) hereby a petition for consideration of this information disclosure statement; and				
	3)	charge deposit account 50-2117 the petition fee set forth in § 1.17(i).				
VII.	Stateme	ent under 37 C.F.R. §1.97(e) (check only one box, if applicable)				
	The undersigned hereby states that:					
	a. 🔲	each item of information contained in the IDS was cited in a communication from a foreign Patent Office is a counterpart foreign application not more than three months prior to the filing of IDS; or				
	b. 🗌	no item of information contained in the IDS was cited in a communication from a foreign Patent Office in a counterpart foreign application, and to knowledge of the person signing the statement after making reasonable inquiry, no item of information contained in the IDS was known to any individual designated in 37 C.F.R. § 1.56(c) more than three months prior to the filing of this statement, or				
	с. 🗌	some of the items of information contained in the IDS were cited in a communication from a foreign Patent Office. As to this information, the undersigned states that each item of information contained in the IDS was cited in a communication from a foreign Patent Office in a counterpart foreign application not more than three months prior to the filing of this IDS. As to the remaining information, the undersigned hereby states that no item of this remaining information contained in the IDS was cited in a communication from a foreign Patent Office in a counterpart foreign application or, to the knowledge of the person signing the statement after making reasonable inquiry, no item of information				

contained in the IDS was known to any individual designated in 37 C.F.R. \S 1.56(c) more than three months prior to the filing of this statement.

VIII.	PAYM	ENT OF	FFEES (check one l	oox)				
		A check	in the amount of	\$	is enclo	osed for the above-identified fee(s).		
			charge Deposit Acceed fee(s).	ount No.	50-2117 in the amo	ount of \$180.00 for the above-		
	If Applicant has overlooked any additional fees, or if any overpayment has been made, the Commissioner is hereby authorized to credit or debit Deposit Account 50-2117.							
		Two Co	opies of this paper a	re attache	d for Deposit Acco	ount charges and debits.		
render unders to cons	The above references are being cited only in the interests of candor and without any admission that they constitute statutory prior art or contain matter which anticipates the invention or which would render the same obvious, either singly or in a combination, to a person or ordinary skill in the art. If the Examiner has any questions concerning this IDS, he/she is requested to contact the undersigned. If it is determined that this IDS has been filed under the wrong rule, the PTO is requested to consider this IDS under the proper rule (with a petition if necessary) and charge the appropriate fee to Deposit Account No. 50-2117.							
					Respectfully sub	mitted,		
	ola, Inc. ner No.	24273			Larry G. Brown Patent Attorney Registration No. Telephone: Facsimile:	45,834 954-723-6449 954-723-5599		
Enclosu	ires:		PTO/SB/08 References Foreign Search Repo	rt				

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INFORMATION BIGGLOOURE			Application Num	Complete if Known								
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Filing Date								
STATEMENT OF APPLICANT				First Named Inve	ntor		Sanigepalli V.	Praveen	kumar			
(use as many sheets as necessary)				Group Art Unit								
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'Unique citation designation number. 'See Kinds of U.S. Patent Documents. 'Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). 'For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. 'Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. 'Applicant is to place a check mark here if English Language Translation is attached.

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Substitute for form 1449A/PTO	Complete if Known			
INFORMATION DISCLOSURE	Application Number			
STATEMENT BY APPLICANT	Filing Date			
• · · · · · · · · · · · · · · · · · · ·	First Named Inventor	Sanigepalli V. Praveenkumar		
(use as many sheets as necessary)	Group Art Unit			
` '	Examiner Name			
Sheet 1 of	Attorney Docket No.	CE11527JDP		

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS							
Examiner Initials*	Cite No. '	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²				
		RouteSicence, "Lower Bandwidth Cost", http://www.routescience.com/products/pro_lower.html, 12/11/03					
		Nortel Networks, "Enhanced Contact Center, Self-service solutions" http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_eng aged_business.html, 2pages					
		"Multi-modal Interface Technologies", Paul Dalsgaard, http://www.eu- norddanmark.dk/download/IST%20012%20MultiModal Interfaces,					
		"Device Dependent Modality Selection for User Interfaces-An Empirical Study" by Christian Elting, Jan Swickel and Rainer Malaka, found in International Conference on Intelligent User Interfaces, 2002,					

Examiner	Date	
Signature	Considered	

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation, if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. 2 Applicant is to place a check mark here if English Language Translation is attached.